



Crown
Commercial
Service

Digital Outcomes and Specialists 5 (RM1043.7)

Framework Schedule 6 (Order Form)

Version 2

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Framework Schedule 6 (Order Form Template, Statement of Work Template and Call-Off Schedules)

Order Form

Call-Off Reference: TBC

Call-Off Title: **Proc 782 - Appointment Booking Tool**

Call-Off Contract Description: To develop a scheduling tool to assist the Asylum Operations function schedule [REDACTED] asylum interviews each year. [REDACTED]

[REDACTED] The contract is expected to be for a period of 1 (one) year from November 2022 to October 2023 with an option to extend twice, each of no more than 3 months, and for a total term not exceeding 18 months.

The Buyer: Home Office: Asylum Operations

Buyer Address: [REDACTED]

The Supplier: Mastek (UK) Ltd

Supplier Address: [REDACTED]

Registration Number: [REDACTED]

DUNS Number: [REDACTED]

SID4GOV ID:

Applicable Framework Contract

This Order Form is for the provision of the Call-Off Deliverables and dated /10/2022

It's issued under the Framework Contract with the reference number RM1043.7 for the provision of Digital Outcomes and Specialists Deliverables.

The Parties intend that this Call-Off Contract will not, except for the first Statement of Work which shall be executed at the same time that the Call-Off Contract is executed, oblige the Buyer to buy or the Supplier to supply Deliverables.

The Parties agree that when a Buyer seeks further Deliverables from the Supplier under the Call-Off Contract, the Buyer and Supplier will agree and execute a further Statement of Work (in the form of the template set out in Annex 1 to this Framework Schedule 6 (Order Form Template, Statement of Work Template and Call-Off Schedules)).

Upon the execution of each Statement of Work it shall become incorporated into the Buyer and Supplier's Call-Off Contract.

Call-Off Lot

Lot 1: Digital Outcomes

Call-Off Incorporated Terms

The following documents are incorporated into this Call-Off Contract. Where numbers are missing we are not using those schedules. If the documents conflict, the following order of precedence applies:

- 1 This Order Form including the Call-Off Special Terms and Call-Off Special Schedules.
- 2 Joint Schedule 1 (Definitions) RM1043.7
- 3 Framework Special Terms
- 4 The following Schedules in equal order of precedence:
 - Joint Schedules for RM1043.7
 - Joint Schedule 2 (Variation Form)
 - Joint Schedule 3 (Insurance Requirements)
 - Joint Schedule 4 (Commercially Sensitive Information)
 - Joint Schedule 7 (Financial Difficulties)
 - Joint Schedule 10 (Rectification Plan)
 - Joint Schedule 11 (Processing Data) RM1043.7

Framework Schedule 6 (Order Form Template, Statement of Work Template and Call-Off Schedules)

- Call-Off Schedules for RM1043.7
 - Call-Off Schedule 1 (Transparency Reports)
 - Call-Off Schedule 2 (Staff Transfer)
 - Call-Off Schedule 3 (Continuous Improvement)
 - Call-Off Schedule 5 (Pricing Details and Expenses Policy)
 - Call-Off Schedule 6 (Intellectual Property Rights and Additional Terms on Digital Deliverables)
 - Call-Off Schedule 7 (Key Supplier Staff)
 - Call-Off Schedule 8 (Business Continuity and Disaster Recovery)
 - Call-Off Schedule 9 (Security)
 - Call-Off Schedule 10 (Exit Management)
 - Call-Off Schedule 13 (Implementation Plan and Testing)
 - Call-Off Schedule 14 (Service Levels and Balanced Scorecard)
 - Call-Off Schedule 18 (Background Checks)
 - Call-Off Schedule 20 (Call-Off Specification)
 - Call-Off Schedule 25 (Ethical Walls Agreement)
 - Call-Off Schedule 26 (Cyber Essentials Scheme)

5 CCS Core Terms (version 3.0.9)

6 Joint Schedule 5 (Corporate Social Responsibility) RM1043.7

7 Call-Off Schedule 4 (Call-Off Tender) as long as any parts of the Call-Off Tender that offer a better commercial position for the Buyer (as decided by the Buyer) take precedence over the documents above.

No other Supplier terms are part of the Call-Off Contract. That includes any terms written on the back of, added to this Order Form, or presented at the time of delivery.

Call-Off Special Terms

The following Special Terms are incorporated into this Call-Off Contract: None

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Call-Off Start Date: **01 November 2022**

Call-Off Expiry Date: **31 October 2023**

Call-Off Initial Period: **1 year (12 Months)**

Call-Off Optional Extension Period: **Option to extend in increments of up-to 3 months, up-to a total contract term of 18 months.**

Minimum Notice Period for Extensions: **1 Month**

Call-Off Contract Value: **£ 1,935,000**

Call-Off Deliverables

Option A: Deliverables and completion dates will be set out in the initial SOW.

Buyer's Standards

From the Start Date of this Call-Off Contract, the Supplier shall comply with the relevant (and current as of the Call-Off Start Date) Standards referred to in Framework Schedule 1 (Specification). The Buyer requires the Supplier to comply with the following additional Standards for this Call-Off Contract:

All work will be undertaken by suitably qualified and sufficiently skilled resources, who will operate in accordance with the standard of good professional practice. All Supplier Staff will hold verifiable security clearance prior to commencing work delivering the Services, as required by this Call-Off Contract.

- The technical standards required for this Call-Off Contract are Home Office Digital Strategy:
 - o <https://www.gov.uk/government/publications/home-office-digital-strategy/home-office-digital-strategy>
- Home Office Technology Strategy:
 - o <https://www.gov.uk/government/publications/home-office-technology-strategy/home-office-technology-strategy>
- Government Service Design Manual:
 - o <https://www.gov.uk/service-manual/browse>
- HMG Security Policy Framework:
 - o <https://www.gov.uk/government/publications/security-policy-framework>
- NCSC Policies and Guidance:
 - o <https://www.ncsc.gov.uk/section/advice-guidance/all-topics>
- IPT Application Development Methodology Overview
- Home Office Technology Principles and Standards – Enterprise Architecture
- IPT Test Strategy

The supplier must ensure that it understands these standards required and all services are delivered in adherence to these at all times.

Cyber Essentials Scheme

The Buyer requires the Supplier, in accordance with Call-Off Schedule 26 (Cyber Essentials Scheme) to provide a Cyber Essentials Certificate OR Cyber Essentials Plus Certificate prior to commencing the provision of any Deliverables under this Call-Off Contract.

Maximum Liability

The limitation of liability for this Call-Off Contract is stated in Clause 11.2 of the Core Terms as amended by the Framework Award Form Special Terms.

The Estimated Year 1 Charges used to calculate liability in the first Contract Year is £1,479,000 estimated charges for the first 12 months of the contract.

Call-Off Charges

1 Capped Time and Materials

The rate card applicable under this this Call-Off Contract is:

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

Reimbursable Expenses

None

Payment Method

The payment method for this Call-Off Contract is BACS

Buyer's Invoice Address

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

Buyer's Authorised Representative

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

Buyer's Environmental Policy

Supplier to adhere to legislative requirements and best practice as outlined in:

<https://www.gov.uk/government/publications/cabinet-office-environmental-policy-statement>.

Buyer's Security Policy

As outlined in: 10 Steps to Cyber Security, date accessed: 11/10/2022 or as updated, available online at: [10 Steps to Cyber Security - NCSC.GOV.UK](https://www.ncsc.gov.uk/10-steps-to-cyber-security)

Supplier's Authorised Representative

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

Supplier's Contract Manager

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

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Progress Report Frequency

Suppliers will be required to report regularly on the progress as agreed as part of individual Statements of Work.

Progress Meeting Frequency

Suppliers will be required to report regularly on the progress as agreed as part of individual Statements of Work.

Key Staff

Not used.

Worker Engagement route – outside IR35 and no requirement to issue a Status Determination Statement.

Key Subcontractor(s)

Not Applicable

Commercially Sensitive Information

Not applicable

Balanced Scorecard

See Call-Off Schedule 14 (Service Levels and Balanced Scorecard)

Material KPIs

See Call-Off Schedule 14 (Service Levels and Balanced Scorecard)

Critical Service Level Failure is not used.

Additional Insurances

Not applicable

Guarantee

Not applicable

Social Value Commitment

The Supplier agrees, in providing the Deliverables and performing its obligations under the Call-Off Contract, that it will comply with the social value commitments in Call-Off Schedule 4 (Call-Off Tender)

Statement of Works

During the Call-Off Contract Period, the Buyer and Supplier may agree and execute completed Statement of Works. Upon execution of a Statement of Work the provisions detailed therein shall be incorporated into the Call-Off Contract to which this Order Form relates.

For and on behalf of the Supplier:

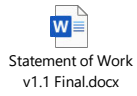
[Redacted signature block]

For and on behalf of the Buyer:

[Redacted]
[Redacted]
[Redacted]
[Redacted]
[Redacted]

Appendix 1

The initial SOW is embedded below:



Description	Details
Identity of Controller for each Category of Personal Data	[REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] ■ [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED]
Duration of the Processing	For the duration of this Call-Off Contract
Nature and purposes of the Processing	[REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] ■ [REDACTED] [REDACTED] ■ [REDACTED] [REDACTED] [REDACTED] ■ [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED]

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<p>Type of Personal Data</p>	<div>[REDACTED]</div>
<p>Categories of Data Subject</p>	<div>[REDACTED]</div>
<p>Plan for return and destruction of the data once the Processing is complete</p> <p>UNLESS requirement under Union or Member State law to preserve that type of data</p>	<div>[REDACTED]</div>